

**National Institute of Arthritis and Musculoskeletal and Skin Diseases
Information Clearinghouse**

APPENDIX 3

Analysis of Requests Received and Responses Given

February 2002

Monthly	Number of Requests February 2002	% of Total Requests	Cumulative from July 2001	Cumulative from July 1998
REQUESTS	1,910	100.0%	13,976	75,938
E-mail	803	42.0%	4,379	15,502
Fax	95	5.0%	798	3,586
In Person/Walk-in	1	0.1%	86	174
Mail	364	19.1%	2,869	25,576
Telephone-Clearinghouse	203	10.6%	2,077	17,392
Telephone-NIAMS	55	2.9%	461	1,858
Toll-free Number	389	20.4%	3,306	11,850
RESPONSES				
Noninventory Materials	170	5.5%	1,100	6,105
Custom Search	64	2.1%	375	815
Form Letter	139	4.5%	829	2,510
Information Package	782	25.5%	4,442	19,894
Publication Only	1,599	52.2%	11,682	65,772
Telephone Only	311	10.1%	2,267	9,060
PUBS ORDERED	76,358	---	560,849	1,812,681

NOTE: Response percentages may exceed 100 percent because many inquirers receive more than one type of response.
Not all percentage totals equal 100 percent due to rounding.